

## **General Subscriber Services Tariff Part 3**

GENERAL SUBSCRIBER SERVICE TARIFF

Windstream South Carolina, Inc.

Section 13  
Original Page 28

ISSUED: July 17, 2006  
BY: Vice President  
Little Rock, Arkansas

EFFECTIVE: July 17, 2006

S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.14 CLASS SERVICE (cont'd)

S13.14.2 Definitions of Feature Offerings (cont'd)

i. Calling Number/Name Delivery Blocking - Permanent

This feature enables customers to prevent the transmission of their Directory Number and Name on all outgoing calls placed from the customer's line. Calling Number/Name Delivery Blocking - Permanent is in operation on a continuous basis. A service order is required to establish or remove this feature.

If the preassigned access code for Calling Number/Name Delivery Blocking - Per Call is dialed on a line that is provisioned with Calling Number/Name Delivery Blocking - Permanent, the Directory Number and Name may be delivered.

Calling Number/Name Delivery Blocking - Permanent is available to certain customers as described in Section 13.14.3 at no charge.

j. Calling Number/Name Delivery Blocking - Per Call

This feature allows a customer to temporarily prevent the transmission of that customer's directory number (DN) and name and thus control its availability to the called party.

The transmission of the Directory Number and Name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and Name.

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S13.14 CLASS SERVICE (cont'd)

S13.14.2 Definitions of Feature Offerings (cont'd)

k. Caller ID - Deluxe

This feature enables the terminating customer to view on a display unit the Directory Name of the calling party in addition to the Directory Number.

When Caller ID - Deluxe is activated on a customer's line, the Directory Name and Number of incoming calls are displayed on the terminating CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID - Deluxe will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability or responsibility with respect to the compatibility of customer's equipment, its performance, or its ability to provide the service.

The Calling Name/Number will not be displayed if the caller is served by a PBX.

The Calling Name/Number will not be displayed if the called party is off-hook.

The Calling Name/Number will be displayed for calls made from another central office only if it is linked by appropriate facilities.

If the incoming call originates from a multi-line hunt group, the Directory Name/Number transmitted will always be the main number's Directory Name/Number.

Calls originating from a customer-owned pay telephone will always transmit the name information as "Pay-Phone".

Caller ID Deluxe should be used for incoming call management purposes only and should not be relied upon for any other purposes such as determining the originating location of a call or determining the definitive identity of a caller. Windstream South Carolina, Inc. shall not be responsible for and makes no representation with respect to the content of information received or transmitted for any purpose other than call management.

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### S13. MISCELLANEOUS SERVICE ARRANGEMENTS

#### S13.14 CLASS SERVICE (cont'd)

##### S13.14.2 Definitions of Feature Offerings (cont'd)

###### I. Anonymous Call Rejection

Anonymous Call Rejection allows customers to automatically reject all calls that have been marked anonymous (activated CPN blocking) by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

###### m. Caller ID on Call Waiting

This feature enables the customer to view on a display unit the calling party Directory Number or Directory Name and Number on incoming telephone calls when the subscriber's line is in use. The date and time of the call is also transmitted to the customer. A maximum of 15 characters is allowed for the transmission of the calling party Directory Name.

When the Caller ID on Call Waiting customer's line is in use, the Directory Number or Directory Name and Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE following the waiting call alerting tone. The called party has the following options for disposition of the incoming call:

- Answer the waiting call while placing the original call on hold,
- Alternate between the waiting call and the original call, and
- Ignore the call

Customers subscribing to Caller ID on Call Waiting must also subscribe to Call Waiting Service, and either Caller ID or Caller ID Deluxe. When subscribing to Caller ID on Call Waiting along with Caller ID, customers will be able to view the calling party Directory Number on incoming calls when the subscriber's line is in use. When subscribing to Caller ID on Call Waiting along with Caller ID Deluxe, customers will be able to view the calling party Directory Name and Number on incoming calls when the subscriber's line is in use.

Any customer subscribing to Caller ID on Call Waiting will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

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### S13. MISCELLANEOUS SERVICE ARRANGEMENTS

#### S13.14 CLASS SERVICE (cont'd)

##### S13.14.3 Regulations and Limitations of Service

The following limitations apply:

1. CLASS Service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within CLASS service equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies. Also, feature screening lists can only contain telephone numbers of subscribers served out of CLASS Service capable offices.
2. The service is available to all single party customers who have rotary dial or Tel-Touch service.
3. The service will not work on an originating basis with party-line service, Toll Terminals or some Remote Switching Locations.
4. Appropriate service order charges as found in Section 4 of this tariff apply except during Company designated periods of special promotion.
5. This Tariff sets forth minimum and maximum rates for CLASS service as described in this section. The minimum and maximum levels provide the range within which rates for this service may be established upon Commission approval and notice to existing subscribers.
6. The Company will deliver all numbers and names, subject to technical limitations, including telephone numbers and names associated with Non-Published Listing Service as described in Section 6.4 of this tariff.
7. Calling Number/Name Delivery Blocking - Permanent is available at no charge to law enforcement and crisis intervention agencies as follows:
  - a. The agency should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency and;
  - b. The agency should establish that the forwarding of numbers and names through Caller ID and Caller ID - Deluxe would seriously impair or prevent it from performing its business and;
  - c. The agency should establish that no reasonable offering by the Company, other than blocking, will protect its desired anonymity.

The head of the agency must submit written certification on official letterhead to local Company management citing the need for blocking when the aforementioned conditions are met. The Company's limits of liability are described in Section 2.5.1 of this Tariff.

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S13.14 CLASS SERVICE (cont'd)

S13.14.3 Regulations and Limitations of Service (cont'd)

The following limitations apply: (cont'd)

8. Telephone numbers and names transmitted via Caller ID and Caller ID - Deluxe are intended solely for the use of the Caller ID and Caller ID - Deluxe subscriber. Resale of this information is prohibited.
9. Caller ID, Caller ID - Deluxe and Call Tracking are not available on operator handled calls.
10. Anonymous Call Rejection will not work in conjunction with Call Forwarding, Call Waiting, Call Selector, Selective Call Rejection, and Selective Call Accept.
11. Anonymous Call Rejection usage is limited when assigned to hunting lines, or lines that when busy will "roll" an incoming call to another line.

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## S13. MISCELLANEOUS SERVICE ARRANGEMENTS

### S13.14 CLASS SERVICE (cont'd)

#### S13.14.4 Rates and Charges

The following monthly rates apply to CLASS Services and are in addition to the rates and charges applicable to the associated service.

##### a. Residence - Single or First Service Features per line

	MONTHLY RATE		
	Minimum	Maximum	Current
Call Return	\$2.50	\$6.00	\$5.00
Repeat Dialing	2.50	6.00	5.00
Call Tracing	2.50	6.00	5.00
Call Selector	2.50	6.00	5.00
Preferred Call Forward	2.50	6.00	5.00
Selective Call Rejection	2.50	6.00	5.00
Selective Call Accept	2.50	6.00	5.00
Caller ID	4.00	8.00	7.00
Caller ID – Deluxe	5.50	9.50	7.95
Calling Number Delivery Blocking - Permanent			5.00
Anonymous Call Rejection	2.500	6.00	4.00
Caller ID on Call Waiting	1.00	5.00	2.00

- b. \* Enhanced Caller ID Package)  
(Caller ID Deluxe, Caller ID on  
Call Waiting, & Anonymous  
Call Rejection) 8.50

\* These services are available only to existing customers at existing locations.

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## S13. MISCELLANEOUS SERVICE ARRANGEMENTS

### S13.14 CLASS SERVICE (cont'd)

#### S13.14.4 Rates and Charges (cont'd)

##### c. \* Residence - Additional Service Features (Second and Subsequent Features) per line

	MONTHLY RATE		
	Minimum	Maximum	Current
Call Return	\$2.50	\$6.00	\$5.00
Repeat Dialing	2.50	6.00	5.00
Call Tracing	2.50	6.00	5.00
Call Selector	2.50	6.00	5.00
Preferred Call Forward	2.50	6.00	5.00
Selective Call Rejection	2.50	6.00	5.00
Selective Call Accept	2.50	6.00	5.00
Caller ID	4.00	8.00	7.00
Caller ID - Deluxe	5.50	9.50	7.95
Calling Number Delivery Blocking - Permanent			2.00

\* These services are available only to existing customers at existing locations.



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## S13. MISCELLANEOUS SERVICE ARRANGEMENTS

### S13.14 CLASS SERVICE (cont'd)

#### S13.14.4 Rates and Charges (cont'd)

##### d. Business - Single or First Service Features per line

	MONTHLY RATE		
	Minimum	Maximum	Current
Call Return	\$2.50	\$7.00	\$6.50
Repeat Dialing	2.50	7.00	6.50
Call Tracing	2.50	7.00	6.50
Call Selector	2.50	7.00	6.50
Preferred Call Forward	2.50	7.00	6.00
Selective Call Rejection	2.50	7.00	6.50
Selective Call Accept	2.50	7.00	6.50
Caller ID	7.00	12.00	11.00
Caller ID - Deluxe	7.50	12.50	11.00
Calling Number Delivery Blocking - Permanent			2.00
Anonymous Call Rejection	1.50	4.50	4.00
Caller ID on Call Waiting	1.00	5.00	2.50
e. *Enhanced Caller ID Package (Caller ID Deluxe, Caller ID on Call Waiting, & Anonymous Call Rejection)			11.50

Note: A Customer who subscribes to any Custom Calling Feature (CCF) will be charged the additional service feature rate for the first CLASS feature they subscribe to rather than the single or first service feature rate. This does not apply to Caller ID, Caller ID-Deluxe, Caller Number/Name Delivery Blocking - Permanent or Anonymous Call Rejection. A customer who subscribes to any Custom Calling Feature and who also subscribes to Caller ID, Caller ID-Deluxe, Calling Number/Name Delivery Blocking - Permanent or Anonymous Call Rejection will be charged the single or first service feature rate for Caller ID, Caller ID-Deluxe, Calling Number/Name Delivery Blocking - Permanent or Anonymous Call Rejection.

\* This service is only available to existing customers at existing locations.

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## S13. MISCELLANEOUS SERVICE ARRANGEMENTS

### S13.14 CLASS SERVICE (cont'd)

#### S13.14.4 Rates and Charges (cont'd)

##### f. Business - Additional Service Features (Second and Subsequent Features) per line

	MONTHLY RATE		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Call Return	\$2.50	\$7.00	\$6.50
Repeat Dialing	2.50	7.00	6.50
Call Tracing	2.50	7.00	6.50
Call Selector	2.50	7.00	6.50
Preferred Call Forward	2.50	7.00	6.00
Selective Call Rejection	2.50	7.00	6.50
Selective Call Accept	2.50	7.00	6.50

Note: A Customer who subscribes to any Custom Calling Feature (CCF) will be charged the additional service feature rate for the first CLASS feature they subscribe to rather than the single or first service feature rate. This does not apply to Caller ID, Caller ID-Deluxe, Caller Number/Name Delivery Blocking - Permanent or Anonymous Call Rejection. A customer who subscribes to any Custom Calling Feature and who also subscribes to Caller ID, Caller ID-Deluxe, Calling Number/Name Delivery Blocking - Permanent or Anonymous Call Rejection will be charged the single or first service feature rate for Caller ID, Caller ID-Deluxe, Calling Number/Name Delivery Blocking - Permanent or Anonymous Call Rejection.

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### S13. MISCELLANEOUS SERVICE ARRANGEMENTS

#### S13.15 Voice Messaging Integration

##### S13.15.1 General

- a. Voice Messaging Integration (VMI) is a feature that provides an integrated automated interface to voice messaging providers for use by their subscribers (end users). A voice messaging subscriber (end user) may forward calls to the voice mail provider when that person's line is busy or when he or she is not available to answer the call. By subscribing to the appropriate call forwarding feature, call related information is passed to the voice messaging provider (e.g., called-station number, calling station number, type of forwarding situation, etc.) over a data link. This information enables the message system to properly receive and store a message presented to it over the associated voice line, without requiring the calling party to enter additional digits.
- b. VMI provides the voice messaging provider's end users with the optional capability of receiving a message waiting indication. Message waiting indication can be provided by either stuttered dial tone or by a message waiting light on telephones equipped with a light feature. Upon receipt of a message waiting indication, the end-user may either retrieve the message or ignore the signal and place a call in the usual manner. Message waiting indication will continue until the message has been retrieved and a signal has been received from the voice messaging equipment.

##### S13.15.2 Regulations

- a. The telephone numbers transmitted via VMI are intended solely for the use of the voice messaging provider. Resale of this information to any party is prohibited.
- b. The Company will not deliver numbers subject to blocking activation by the calling party where the Company has deployed per line blocking. Such numbers could include telephone numbers associated with non-published and non-listed service as described in Section 6 of this tariff. Information will be delivered within the SS7 serving area unless the delivery is blocked by the calling party through per line blocking in a central office within the SS7 serving area. Should a customer request interswitch delivery of calling information, private line facilities may be required at the rates and charges specified in the Company's private line tariff.
- c. Access lines, arranged in a Uniform Call Distribution (UCD) group, are used to carry the voice transmission between each central office and the voice messaging provider's equipment. The provider of the voice messaging equipment will determine the quantity of access lines necessary to meet his call completion specifications. The Company accepts no responsibility for uncompleted calls should an insufficient number of access lines be ordered.
- d. All customer provided equipment must be compatible with the Company's central office, and voice and data lines.
- e. VMI is furnished subject to the availability of facilities, features, and central office equipment in locations as determined by the company.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.15 Voice Messaging Integration (cont'd)

S13.15.3 Rates and Charges

- a. Rates applicable to voice messaging providers (i.e., owners of voice messaging equipment) are as follows:

- (1) Access lines, arranged in a UCD group, to connect voice messaging equipment to the Company's central office will be charged at the applicable business rates in addition to Service Connection Charges as indicated in the Company's tariff.
- (2) Charges for each VMI link includes an I/O port at the Company central office. Appropriate Private Line Charges apply for the associated channel. This service requires customer-provided terminal equipment including but not limited to a modem to interface with the Company's central office.

- (3) Voice Mail Integration

	<u>Monthly</u>	<u>Nonrecurring</u>
(a) Monthly recurring rate	\$250.00	\$850.00

- b. Rates applicable to end users are as follows:

- 1) Call forwarding will be provided at the applicable rate as specified in the Company's tariff.
- (2) Message waiting indicators will be provided to residence or business access lines at the following rates (applicable service connection charges apply):

	<u>Monthly</u>
a) Stutter Dial Tone	\$ 0.50 per line
b) Lamp Indicator	1.50 per line

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## S13. MISCELLANEOUS SERVICE ARRANGEMENTS

### S13.16 Custom Calling Local Area Signaling Service - Per Use

#### S13.16.1 General

- a. The services listed below are offered on a per usage basis to residence and business customers in exchanges with properly equipped central offices and are subject to the limitations listed in this section of the tariff for these services. If customers subscribe to these services on a monthly basis as described and rated in other subsections of this section, unlimited access is provided with no additional charge for each activation. If facilities permit, the features listed below may be utilized on a non-subscription basis with a per use charge for each activation.
- b. Custom Calling Local Area Signaling Service - Per Use will be offered free of charge for up to thirty days after facilities which allow these services to be offered are added.
- c. Blocking of Per Use Custom Calling Services is offered to customers at no charge. This blocking option, once activated, does not allow Per Use Custom Calling Services to be activated on a line.
- d. These services are being offered with a cap on the total charge for any one Per Use Custom Calling Service per line for one billing month, with the exception of Call Tracing Service.

#### S13.16.2 Rates

Per Use <u>Features</u>	Per Use <u>Rates</u>	Maximum Monthly <u>Per Use Charges</u>
Call Return	\$0.90	\$20.00
Repeat Dialing	0.90	20.00
Three Way Calling	0.90	20.00
Call Forwarding	0.90	20.00

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.17 AUTOMATIC CALL DISTRIBUTION

S13.17.1 General

- A. Automatic Call Distribution (ACD) is a service which provides for distribution of a large volume of incoming calls to answering positions (agent consoles). The incoming calls are presented to the agent who has been idle longest. If all positions are busy, calls are held in their order of arrival in queue until an agent position becomes available or the caller hangs up.

The ACD System consists of agent and supervisory positions that share common central office equipment and a common ACD central office identification. For EFFECTIVE management of agent groups, ACD service can provide an optional stream of management information system (MIS) data to a compatible customer provided computer. The customer may prepare reports on incoming call data. It also can be used to modify the set up of their system. For example, the customer can reassign or change routing paths or the number of calls held in queue. This is accomplished by utilizing various customer changeable programmed instructions to the ACD system.

The standard features of this system described in Section 13.17.3, Feature Descriptions, are included in the per line rate. Optional features, described in Section 13.17.4 are available for an additional charge as described in Section 13.17.5, Rates and Charges.

S13.17.2 Regulations

- A. ACD service requires special central office equipment and is furnished subject to the availability of facilities, features, and central office equipment as determined by the Company. The features available depends on the type of central office from which the service is offered. All of the features described in this tariff are generally available for Northern Telcom DMS 100s and Meridian ACD Servers.
- B. Some features require an ACD MIS Interface in order to provide the report generating capability the feature makes possible. The customer may be required to provide a particular software release level in the customer provided computer in order to utilize the optional MIS functions described in Section 13.17.4.

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### S13. MISCELLANEOUS SERVICE ARRANGEMENTS

#### S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

##### S13.17.3 Standard Features

ACD standard service features are divided into Standard Features (i.e., System, Agent, Supervisor) and Optional Features. Many of the ACD features available for Business Sets can be used by a 2500 set. Because the 2500 sets lack feature keys and a display, it cannot access key- or display-dependent features. However, most features may be activated by access codes.

##### A. System Features

1. Abandoned-Call Clearing - This feature eliminates unnecessarily held connections to the ACD node. A call is removed and the recorded announcement or music is stopped if a caller abandons while in an incoming-call queue.
2. ACD Call Transfer with Time - This feature allows a call that has been answered by an ACD agent and then transferred to another ACD group to be inserted in the new group's highest priority queue based on the total time the call had been in queue and talking in the original group.
3. ACD Directory Numbers - ACD directory numbers are unique numbers used to receive incoming ACD calls. An ACD directory number is any valid directory number of up to seven digits within the customer numbering plan. ACD directory numbers are not associated with lines. Each ACD directory number has an associated call priority of 0 through 3, with 3 being the highest and 0 being the lowest. The priority associated with the primary or supplementary ACD directory number becomes the priority of the incoming call. Higher-priority calls are presented to ACD agents before lower-priority calls. If there are no free agents, calls are queued based on priority.
4. Agent Login Enhancement - This feature provides two options to ensure that only assigned agents are able to log into an ACD group:
  - Partitioning agent login ID numbers between customer groups
  - Agent login password option

When an agent enters an ID number, the system verifies that the set is associated with the same customer group as the ID number. If the password option has been assigned, the agent then receives a special dial tone and enters a four-digit password. When the password is accepted, the agent is logged into the ACD group. If either of these checks is unsuccessful, re-order tone is given.

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### S13. MISCELLANEOUS SERVICE ARRANGEMENTS

#### S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

##### S13.17.3 Standard Features (Continued)

##### A. System Features (Continued)

5. Agent Queue - This feature ensures an even distribution of the workload among agents in the group. If agent answering positions are available, but no incoming calls are waiting, available agents are placed in an agent queue on a first-in, first-out basis. The agent who has been waiting the longest receives the first incoming call. Agents not in an idle-agent queue are grouped as follows:

- Agent positions busy with calls in progress
- Agent positions unavailable to handle calls (Not Ready activated)
- Agent positions in process of logging off (Make Set Busy activated)

To remove a position from the idle-agent queue, the agent presses the Make Set Busy or Not Ready key. The corresponding lamp turns on, and the agent position becomes ineligible to receive new ACD or non-ACD calls.

6. Attendant Console to ACD - To increase the accessibility of ACD groups, Attendant Consoles can be used to route calls to ACD directory numbers. The ACD agent cannot activate the Not Ready feature while an Attendant Console is involved in an ACD call.

7. Automatic Overflow - This feature allows the customer to specify both a maximum number of calls that can be queued and a maximum anticipated waiting time for incoming calls to avoid lengthy delays that discourage callers. Once either of these parameters is met, additional calls are routed as specified by the customer. Calls already in queue remain in queue until answered.

8. Call-Delay Announcement - Each time a new call is placed in an incoming-call queue, the current waiting time of the oldest in queue call is calculated. Based on this waiting time, the new call will receive one of the following treatments:

- If the waiting time is less than a customer-specified threshold, the caller hears ringback tone until the actual waiting time exceeds the threshold. The caller then receives a recorded announcement advising of the delay.
- If the waiting time is greater than or equal to the specified threshold, the caller immediately hears the recorded announcement.

In either case, second and third recorded announcements can follow later, and silence, music or ringing may follow each announcement. When an ACD agent becomes available, the call is immediately presented to the agent.

9. Forced Announcement for New and Overflowed Calls - This feature provides the option of delivering a forced announcement to all newly arriving calls regardless of current queue length. It also allows delivery of announcements associated with the original target group, after a call has overflowed to another ACD group because of unavailable resources in the original group.



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S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.3 Standard Features (Continued)

A. System Features (Continued)

10. Incoming-Call Queue - Each ACD group has four incoming-call queues, each with an incremental priority of 0 through 3, with 0 the highest and 3 the lowest. When all agents are busy, incoming calls are placed in the incoming-call queue of the appropriate priority on an order-of-arrival basis. As agents become available, calls are removed from the queues based on the established priority. To avoid lower-priority calls remaining unanswered indefinitely, the customer can choose to have a lower priority call promoted to the next higher priority level after a specified delay.
11. Music on Delay - To further minimize abandoned calls during extended delays, ACD provides the option of playing a music source after the recorded delay announcement. This feature serves to reassure callers they are still connected until an agent becomes available to answer the call.
12. Night Treatment - When all the agents in an ACD group have logged out for the day, the ACD group is in night service. Calls arriving after this time receive the customer-specified night treatment, typically as follows:
  - A night announcement advises callers that the ACD location is closed. Callers are then disconnected or placed on silent hold until they abandon.
  - Calls are automatically forwarded to an ACD group at another location or to a night service number. Calls rerouted to another ACD group will receive a busy signal if that group is unable to answer the call.
13. Overflow Enhancement - This feature increases the options for answering ACD calls during periods of heavy traffic. The customer can specify up to four ACD groups within an ACD node as potential overflow routes. When the incoming-call queue for a group is full, this feature looks ahead sequentially to each of the groups and routes the call to the first one able to accept it. If all are unavailable, the call is sent to a customer-specified overflow destination.
14. Overflow of Enqueued Calls to Directory Number - When a time-delay overflow occurs, a new time-delay threshold timer is started. Upon expiration of this timer, the call is removed from the queues of the original and overflow group and routed instead to the newly specified destination route. This feature also provides immediate overflow to the time-delay threshold route when the time-delay overflow is unsuccessful.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.3 Standard Features (Continued)

B. Agent Features

1. ACD Call Forcing Tone - When Call Forcing is activated, the ACD agent hears an alert tone before each call is presented. This tone is provided over the external speaker on the agent's telephone set, headset (PJ-327 and RJ-11 type) or handset, depending on which device is being used.
2. ACD Line-of-Business Code Key - This feature is useful for companies with multiple lines of business. When activated, it allows an agent to dial a three-digit code for the correct business. During code entry, the two-party connection remains unbroken and neither party can hear the dialed digits. This code and the call data are passed into the MIS data stream.
3. ACD Multi-Stage Queue Status Refresh - This feature enhances Multi-Stage Queue Status Display at agent stations (with display equipped Business Sets) by automatically updating and displaying the following ACD in queue-call status information on a regular basis:
  - Threshold level (T1, T2 or T3)
  - Queue threshold parameter
  - Current value of queue threshold parameter
4. ACD Walkaway/Closed Key Operation - This feature ensures that non-productive agent-to-customer interface time is accurately tracked and accounted for. This option requires that the agent dial a three-digit code to identify the reason for unavailability every time the agent enters the Not Ready state. This information is automatically recorded in the MIS data stream.
5. Call Forcing - This feature increases the speed of ACD call handling by automatically presenting incoming calls to ACD agents. An agent does not need to press the In-Calls key to receive the next call. A short burst of tone is given as a warning/indication of an incoming call, immediately followed by presentation of the call. Call Forcing resumes when Not Ready or Make Set Busy is deactivated and is suspended when an agent is active on a secondary directory number.
6. Call Park by ACD Agent - This feature allows ACD agents to park calls. If the call is not retrieved within a customer-defined interval, the call is recalled to the agent who parked it. If that agent is unavailable, the call is queued at the beginning of the incoming call queue for presentation to the next available agent. The receiving agent is notified via display that the call is a Call Park recall.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.3 Standard Features (Continued)

B. Agent Features (Continued)

7. Call Source Identification - This feature helps the agent distinguish the type of incoming call and anticipate the incoming caller's needs. Agent positions equipped with Business Sets with display will show the following information about an incoming call originated within the Centrex group:
  - For calls originating within the same customer group, the caller's extension is displayed.
  - For calls originating from other customer groups served by the same ACD node, the calling party's directory number is displayed.
  - If the intergroup office parameter is set, the six-character Common Language Location Identifier (CLLI) of the trunk group is displayed for calls originating from trunks.
8. Call-Supervisor - This key allows quick access to the supervisor for help or consultation. If the supervisor is talking to another agent when a second agent presses this key, the second agent receives busy tone.
9. Called Name/Number Display - When an ACD agent uses the In-Calls key on a Business Set with display to answer an incoming call, this feature displays the directory number the caller reached (up to 7 digits) and the associated ACD group name (up to 15 characters). This allows ACD agents to identify the called ACD group and to appropriately answer and process the call.
10. Display Queue Threshold Key - This feature allows an agent position with alphanumeric capability to show the incoming call queue threshold. The queue status can be used to notify an agent when an undesirable situation occurs (too many calls in queue or next call has waited too long).
11. Emergency Key - This key enables an agent to confer immediately with the supervisor.
12. Emergency Key Back Up - This feature provides a method for redirecting Emergency Key calls made from an ACD agent position to a supervisor set when the supervisor set is already active on an emergency call or when the supervisor is unavailable.
13. In-Calls Key - This key allows an ACD agent with a Business Set to answer calls to any of the associated ACD group's 17 directory numbers. This key presents only ACD calls. For the agent to answer non-ACD calls or to place outgoing calls, the agent position must have been assigned one or more secondary directory numbers.

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S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.3 Standard Features (Continued)

B. Agent Features (Continued)

14. Make Set Busy - This feature is used by agents to log out of service. Pressing the MSB key once causes the associated lamp to show a solid "on" indicating all directory numbers appearing on the set have been "busied-out". Pressing this key a second time will cause the associated lamp to flash, indicating that MSB has been deactivated for the secondary directory number(s), but that the feature is still in effect for the ACD In-Calls key. If an agent leaves without activating MSB, the feature is automatically activated on that set after the ringing timer expires on an ACD call. When MSB is activated, an agent can continue to originate calls on secondary directory numbers. MSB can be activated while any call is in progress without affecting the call. When all agent positions activate MSB, the ACD group goes into night service.
15. Multi-Stage-Queue Status Display - This feature increases efficiency of incoming-call handling by allowing ACD agents with business sets with display to quickly and easily determine the length of time calls are held in the incoming call queue before being answered. Supervisors can use this feature to add or redistribute agents as required.
16. Not Ready Key - This key allows agents to follow up on a transaction without being interrupted by the next ACD call. When the agent presses this key, any active call is terminated, and the position cannot receive ACD calls. Any non-ACD features on the set continue to function normally. Calls can be originated or terminated on any of the ACD position's secondary directory numbers.
17. Three-Way Calling/Call Transfer - This feature enables a business set user - active on an incoming call - to include a third party in the call, and to then transfer the call (when required) to the third party.
18. Three-Way Calling/Call Transfer to ACD - This feature allows an ACD agent to consult with and/or transfer a call to another ACD agent in the same customer group.
19. Transfer to In-Calls Key - This feature enables the ACD agent to transfer an incoming ACD call directly to another agent's In-Calls key in the same customer group. If the target agent is available, the call is presented to that agent's In-Calls key. Otherwise, the call is queued as the highest priority of all queued calls and is presented to the agent as soon as he or she becomes available.
20. Secondary Directory-Number Key - An agent's position can be assigned one or more secondary directory numbers that are standard WDC (Centrex) voice lines. This key is used to place or receive non-ACD calls. The agent's position will still receive ACD calls on the In-Calls key when an agent is using a secondary directory number unless Not ready is activated.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.3 Standard Features (Continued)

C. Supervisor Features

1. ACD Observe-Agent/Three-Way Calling - This feature allows a supervisor to monitor and observe an agent's active three-way calls on the ACD Primary Directory Number and Designated Secondary Directory Number and can establish a two-way speech path when required.
2. Agent Key - With this feature, an ACD supervisor can call an agent by pressing the Call-Agent key and then pressing the agent key associated with a particular agent.
3. Agent Status Lamp - This lamp allows the supervisor to efficiently manage the resources of the ACD group. The state of each Agent Lamp helps the supervisor track the status of each agent position in the group, as follows:
  - OFF Agent position unmanned (Make Set Busy activated)
  - ON Agent handling an ACD call
  - FLASH Agent waiting for an ACD call
  - WINK Agent busy on post-call work (Not Ready activated)
4. Answer-Agent Key - When an agent calls the supervisor, the lamp associated with the Answer-Agent key flashes, and ringback is heard at the supervisor's set. When the supervisor presses the Answer-Agent key, the directory number of the calling agent's position is displayed.
5. Answer-Emergency Key - The Answer-Emergency key is used to answer emergency calls placed by an agent whose Emergency key is programmed to immediately ring to the supervisor.
6. Call-Agent Key - This key is used by the supervisor to communicate directly with agents. The supervisor presses this key and then dials the agent's secondary directory number or by pressing a key associated with the particular agent.
7. Controlled Interflow - This feature allows an ACD group to temporarily divert all new incoming calls to a customer-defined route - usually to another ACD group.
8. Display Agents Summary Key - This feature allows an ACD supervisor to use a Business Set with a summary status display of all ACD agent positions assigned to a particular ACD group. To invoke this feature, the supervisor presses the feature key and the display shows the number of agents:
  - busy on ACD and non-ACD calls
  - waiting for calls (idle)
  - not ready to receive ACD calls
  - not available (agent not logged in or Make Set Busy activated)

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S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.3 Standard Features (Continued)

C. Supervisor Features (Continued)

9. Display Queue Status Key - Supervisors use this key to verify that incoming calls are being handled efficiently by the staffed agent positions. They also use it to notify an agent when an undesirable situation occurs such as that there are too many calls or that the call at the head of the queue has been waiting too long. Each time this key is pressed, the display window shows the following information for the corresponding ACD directory number:
  - Number of staffed agent positions
  - Number of calls waiting in the incoming-call queue
  - Number of calls logically queued against group
  - Waiting time (in seconds) of the oldest call in queue
10. Extended Agent Observe - This feature enhances Agent Observe by extending the supervisor's ability to observe calls presented on the In-Calls key of any agent or supervisor in any ACD group within the same customer group.
11. Forced Agent Availability - This feature allows the ACD supervisor to deactivate Not Ready on a specific line. The feature is key-activated on an individual-agent basis.
12. Three Way Calling/Call Transfer - This feature enables an agent to include a third party on an active call, and when required, transfer that call to the third party.
13. Observe-Agent Key - This key allows the supervisor to monitor the quality of service being offered incoming callers. The key can also be used to train new agents by auditing the call handling techniques of experienced agents.
14. Supervisor Control of Night Service - This feature can eliminate or minimize calls left unanswered in the incoming-call queue at the onset of night service. Calls already in the incoming-call queue continue to be presented to agents unless no agents are available. If desired, agents can deactivate Make Set Busy while Night Service is in effect and resume answering the calls remaining in the queue.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.4 Optional Features

A. Management Information System

1. ACD Management Information System (MIS) Interface - This interface enables a downstream processor to use a data stream to collect ACD information from the ACD node. The processor can then use this information to produce real-time statistics and historical reports. The ACD MIS Interface allows the user to perform the following functions:
  - Log in/off the ACD MIS
  - Collect information from a pool of ACD groups
  - Change the information for a pool of ACD groups
  - Request information on the configuration of the data stream
  - Request the current date and time
  - Start and stop the transfer of call-event information
2. Group Status Display - This feature allows the customer to review statistics on ACD group status at customer-specified intervals. The user can request this report for any specific group or for all ACD groups in the user's customer group, and based on current statistics, can reconfigure groups to service calls at maximum efficiency. This information is displayed at a customer-premises ASCII terminal or can be printed on a printer.
3. ACD Show - This feature allows the user to search for specific or general ACD information that would be useful for managing the ACD group.
4. MIS for Call Hold, Call Transfer, Call Supervisor and Forceout - This feature improves the Management Reports data stream by providing additional call-event information relating to agent activation of call hold, call transfer, call supervisor and forceout, and thus provides more specific and complete reports on agent activity.
5. ACD Load Management (Basic Commands) - In combination with ACD Show, Load Management enables senior supervisors to quickly reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overloads.
6. ACD Remote Load Management - This feature allows a customer to use "secondary" administration terminal(s) in addition to the primary terminal. This allows multiple supervisors to have simultaneous access to the ACD group statistics in multiple locations.
7. Variable Wrap Up Time - Through Load Management, this feature allows the ACD supervisor the flexibility to vary the interval between call completion and the presentation of a new incoming call on an individual-agent and per-group basis.
8. Queue-Status Lamps - Queue-Status lamps are mounted on the wall of the call center. These lamps show which ACD groups need help and whether additional agents or a redistribution of agent positions is required to handle incoming calls more efficiently.

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S13. MISCELLANEOUS SERVICE ARRANGEMENTS

S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.4 Optional Features

B. Personalized Announcements

1. Call Delay Announcement - This feature minimizes the number of callers who abandon when agents are busy. Each time a new call is placed in an in coming queue, the current waiting time of the oldest queued call is calculated. Based on this waiting time, the new call will receive a recorded announcement advising of the delay.
2. Second and Third Recorded Announcement - The feature provides periodic recorded announcements to assure callers that their calls will be answered as soon as an agent is available when calls are queued for ACD groups.
3. Forced Announcement for New and Overflowed Calls - This feature provides the option of delivering a forced announcement to all newly arriving calls regardless of current queue length. It also allows delivery of announcements associated with the original target group, after a call has been overflowed to another ACD group because of unavailable resources in the original group.

S13.17.5 Rates and Charges

A. Application of Charges

1. The rates and charges specified for ACD are in addition to the tariff rates and charges for local exchange access trunks, foreign exchange trunks, WATS, tie lines, Centrex, PBX station lines or other service with which the system is associated.
2. ACD is offered in conjunction Windstream Digital Centrex Service. One Windstream Digital Centrex line is required for each ACD answering position (agent).
3. Changing the customer's system parameters or announcement messages programmed in the central office and/or on-premises moves or rearrangements of agent or supervisor consoles and other ACD premises components, including engineering, installation labor and material will be made at rates and charges in accordance with Section 4, Service Charges, of this tariff.
4. ACD service establishment charge is in addition to regular service connection, move, change and installation charges provided in other sections of this tariff.
5. The minimum service period for ACD is 36 months.
6. Appropriate tariff charges are applicable for data channels for supplemental ACD functions, supervisor signaling, and MIS functions.



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S13.17 AUTOMATIC CALL DISTRIBUTION (Continued)

S13.17.5 Rates and Charges (Continued)

B. Automatic Call Distribution

1. Non-Recurring Charges

a. Service Establishment Charge, per ACD group \$450.00

2. Recurring Charges

a. Standard ACD Service, per agent \$ 22.00

b. ACD MIS Interface Charge, per group \$ 45.00

c. Personalized announcement, per announcement

(1) 16 second \$ 50.00

(2) 32 second \$100.00

S13.18 Remote Call Forwarding Service

S13.18.1. General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number (the RCF telephone number) and central office facilities by which all incoming calls to the RCF telephone number are forwarded automatically to the RCF subscriber's central office line (the terminating telephone number) in a different exchange. The central office line on which the remote call terminates cannot be equipped with Call Forwarding or Remote Call Forwarding. RCF will not be provided when the terminating telephone number is within the same Local Calling Area of the call forwarding central office.

S13.18.2 Regulations

- a. Remote Call Forwarding service is offered in Central Offices, where facilities permit.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.
- c. Remote Call Forwarding is not offered where the calls are terminated to a coin telephone.
- d. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.
- e. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- f. Remote Call Forwarding is not represented as suitable for the satisfactory transmission of data.
- f. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Telephone Company.

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## S13. MISCELLANEOUS SERVICE ARRANGEMENTS

### S13.18 Remote Call Forwarding Service (Continued)

#### S13.18.2 Regulations (Continued)

- h. Service Connection Charges as specified in the Rates and Charges section following may also apply.
- i. Charges for the call to the Remote Call Forwarding number shall be the responsibility of the calling party.
- j. The RCF subscribing customer is responsible for any toll charges that are incurred for the portion of the calls between the Remote Call Forwarding number and the terminating number.
- k. RCF subscribing customers cannot subscribe to any optional flat rate calling plans for the RCF directory (forwarding) number.
- l. Each RCF group is entitled to one alphabetical (White Page) and one classified (Yellow Page – Business customers only) listing at no additional charge in the directory which serves the associated RCF central office. (Overflow paths associated with foreign exchange trunk groups are not listed.) All other listing regulations for business individual lines apply, except that no charge applies for non-published service in connection with RCF.
- m. Installation, changes, and reprogramming of the Central Office forwarding phone numbers will be performed by the Telephone Company per customer service order request.
- n. RCF service provides for handling only one call at a time. An additional RCF service is required for each additional call to be handled while the first call continues.
- o. When the RCF customer receives a business directory listing, calls will not be forwarded to a company provided telephone number for which residential rates apply.

#### S13.18.3 Rates and Charges

	<u>Note (1) Monthly Rate</u>	<u>Service Connection Charges</u>
a. Remote Call Forwarding, each path	\$30.00	Initial Service Ordering and Central Office Work charge (See Section 4)
b. Rearrangement and Changes		
1. Change of telephone number to which calls are forwarded, per occasion		Secondary Service Order and Central Office Work charge (See Section 4)
2. Change of directory listing, per occasion		Secondary Service Order charge (See Section 4)

Notes: (1) In addition, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location.

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S14. RESERVED FOR FUTURE USE

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.1 GENERAL PROVISIONS

S15.1.1 General

- a. Terminal equipment and communications systems provided by the customer may be connected at the customer's premises to telecommunications services furnished by the Company where such connections are made in accordance with the provisions of this Section. Telecommunications services as used herein includes exchange service, Long Distance Message Telecommunications Service (LDMTS) and Wide Area Telecommunications Service (WATS).
- b. No customer owned terminal equipment or wiring other than registered or grandfathered data and ancillary equipment and related connecting arrangements will be connected behind a company-provided key or PBX system.
- c. The Company will not be responsible for any loss or damage nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.

S15.1.2 Responsibility of the Customer

- a. The customer shall be responsible for the installation, operation and maintenance of any customer-provided terminal equipment or communications system. No combinations of customer-provided terminal equipment or communications systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction to Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from the Company that a customer-provided terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

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S15.1 GENERAL PROVISIONS (continued)

S15.1.2 Responsibility of the Customer (continued)

- b. The customer shall be responsible for the payment of a Maintenance of Service Charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided terminal equipment or communications system.
- c. The customer who provides the Premises Wiring of Communications Systems subject to Part 68 of the Federal Communications Commissions Rules and Regulations pursuant to section 68.215 of Chapter I of Title 47 of that Code of Federal Regulations shall be responsible for the payment of a maintenance of Service Charge, as provided in this tariff, when the premises wiring in question has failed acceptance tests monitored by, or participated in by, the Company pursuant to section 68.215, and/or has been revealed as not to be in conformance with the information provided in the related affidavit which was provided pursuant to section 68.215, and/or has resulted in harm to the network.

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.1 GENERAL PROVISIONS (continued)

S15.1.3 Responsibility of the Company

- a. Telecommunications services are not represented as adapted to the use of customer-provided terminal equipment or communications systems. Where customer-provided terminal equipment or communications systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility, the Company shall not be responsible for (i) the through transmission of signals generated by the customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (ii) the reception of signals by customer-provided terminal equipment or communications systems, or (iii) address signaling where such signaling is performed by customer-provided signaling equipment.
- b. The Company will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line needed to permit customer-provided terminal equipment to operate in a manner compatible with telecommunications services.
- c. The Company may make changes in its telecommunications services, equipment operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any customer's terminal equipment or communications system incompatible with telecommunications services, or require modification or alteration of such customer-provided terminal equipment or communications systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, as determined by the Company, in writing, to allow the customer an opportunity to maintain uninterrupted service.



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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.1 GENERAL PROVISIONS (continued)

S15.1.4 Recording of Two-Way Telephone Conversations

Telecommunications services are not presented as adapted to the recording of two-way telephone conversations. However, customer provided voice recording equipment may be connected with telecommunications services, in accordance with 15.3 following, subject conditions or 15.2:

- a. A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is electrically connected with services of the Company, except that the distinctive recorder tone is not required.
  - (1) When used by a Federal Communications Commission licensed broadcast station customer for recording of two-way telephone conversations solely for broadcast over the air.
  - (2) When used by the United States Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
  - (3) When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.
  - (4) When used for recording a United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.1 GENERAL PROVISIONS (continued)

S15.1.4 Recording of Two-Way Telephone conversations (continued)

a. (continued)

(5) Additionally, recorder connector equipment which does not contain the automatic recorder tone devise may be furnished to law enforcement agencies, fire departments and Public Safety Points in connection with 911 service for use on central office lines assigned exclusively for the receipt of local or intrastate law enforcement, fire or other emergency calls and attended at all times for such purpose provided that the fire and police departments certify that these conditions will be observed.

(6) When both parties consent to the recording of the conversation.

b. Customer-provided voice recording equipment may not be connected with services of the Company for the recording of two-way telephone conversations by means of an acoustic or inductive connection, except when used as specified in a.(1) through (6) preceding.

c. The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the services of the Company or switched on and off.

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S15.1 GENERAL PROVISIONS (continued)

S15.1.5 Recording of Incoming Messages Only

Telecommunications services are not represented as adapted to the recording of incoming messages. Customer-provided voice recording equipment may be connected with the telecommunications service in accordance with 15.2 or 15.3 following. When such connection is made, a recorder tone is not required.

S15.1.6 Violation of Regulations.

When any customer-provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in this section, the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within ten days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.1 GENERAL PROVISIONS (continued)

S15.1.7 Definitions

Grandfathered Communications Systems

The term "Grandfathered Communications Systems" as used in this section, denotes customer-provided communications systems (including their equipment, premises wiring the protective circuitry if any) connected at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such systems are connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e., without telephone company-provided connecting arrangements) to the telecommunications network as of June 1, 1980.

Grandfathered Connections of Communications Systems

The term "Grandfathered Connections of Communications Systems" as used in this section denotes connections via telephone company-provided communications systems (including their equipment and premises wiring) at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network are made via telephone company-provided connecting arrangements prior to January 1, 1980 and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.1 GENERAL PROVISIONS (continued)

S15.1.7 Definitions (continued)

Grandfathered Terminal Equipment

The term "Grandfathered Terminal Equipment" as used in this section, denotes a customer-provided terminal equipment (including protective circuitry if any) connected at the customer's premises, in accordance with any telephone company's tariffs, and that is considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such terminal equipment which was directly connected (i.e., without telephone company-provided connecting arrangements) to the telecommunications network as of October 17, 1977.

Grandfathered Connections of Terminal Equipment

The term "Grandfathered Connections of Terminal Equipment" as used in this section, denotes connections via telephone company-provided connecting arrangements of customer-provided terminal equipment connected at the customer's premises, in accordance with any telephone company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network were made via telephone company-provided connecting arrangements prior to July 1, 1979 and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

Registered Equipment

The term "Registered Equipment" as used in this section, denotes equipment which complies and has been approved within the Registration provisions of under Part 68 of the Federal Communications Commission's Rules and Regulations.

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S15.1 GENERAL PROVISIONS (continued)

S15.1.8 Additional Provisions for Connections of Certain Customer-Provided Terminal Equipment and Communications Systems.

a. Alarm Detection and Reporting Equipment

Customer-provided alarm detection and reporting equipment may be used in connection with telephones associated with individual lines, except that such equipment shall not be used to interconnect any line or channel of the Company or any other person.

b. Data Transmitting and/or Receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment (including telephotograph equipment), which involves direct electrical connection to the facilities furnished by the Company, may be used with such facilities for telecommunications service through a data set provided by the Company. Use of such service is on a two-point basis. When a data set is used, it shall perform the functions of:

- (1) Network control signaling
- (2) Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of company facilities, and
- (3) Conditioning signals transmitted by means of Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a data set may be provided by the customer or the Company, at the option of the customer.

c. Dictation Recording Equipment

Customer-provided dictation recording equipment may be used in connection with dial PBX facilities of the Company in accordance with 15.2 or 15.3 following. Such dictation recording equipment may be used only with dial extensions of associated dial PBX's connected by dial tie lines, and in no case shall equipment be connected to other telephones or to the local and long distance networks.

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.1 GENERAL PROVISIONS (continued)

S15.1.8 Additional Provisions for Connections of Certain Customer-Provided Terminal Equipment and Communications Systems. (continued)

d. Public Address and Loudspeaker or Radio Paging Systems

Customer-provided public address or loudspeaker paging systems, which include amplifiers, receiving speakers, and associated wiring used to transmit paging messages or announcements in one direction only, may be used in connection with Company facilities furnished for PBX and key telephone systems.

Connections of the above customer-provided public address and loudspeaker or radio paging systems must be in accordance with 15.2 or 15.3 following and are subject to the following conditions:

- (1) Connection of customer-provided public address and loudspeaker or radio paging systems with facilities of the Company shall be made only through paging access arrangements as found in Section 25, furnished by the Company. This circuit will accept calls from dial PBX or, Centrex stations directly or over dial repeating tie lines from another PBX.
- (2) The Company facilities, when so connected, may be used only to transmit messages or signals to customer-provided public address and loudspeaker or radio paging systems. Such public address and loudspeaker or radio paging systems may not be used to originate messages into Company facilities.

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S15.1 GENERAL PROVISIONS (continued)

S15.1.8 Additional Provisions for Connections of Certain Customer-Provided Terminal Equipment and Communications Systems. (continued)

- e. Recording, Reproducing and Automatic Answering and Recording Equipment.
  - (1) Customer-provided recording, reproducing and automatic answering and recording equipment connected in accordance with 15.2 or 15.3 following may be used with local, PBX, Centrex service, Long Distance Message Telecommunications Service and Wide Area Telecommunications Service lines except that use for unattended operation is only available where full service ringing is employed.
  - (2) Customer-provided recording, reproducing and automatic answering and recording equipment shall not be used to interconnect any line or channel of the Company with any other communications line or channel of the Company or of any other person, except as expressly authorized in Section 2.
  - (3) Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Company only when and for so long as the Customer furnished a sufficient number of such equipment and subscribes to adequate telephone facilities to handle the volume of telephone calls received without interfering with any of the services offered by the Company. In the event that the use of customer-provided equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer. Changes in announcement messages will be made at such time as in the judgment of the Company will not interfere with the Company's general telephone service.
  - (4) Customer-provided reproducing and automatic answering and recording equipment shall not be used with non-published telephone numbers.
- f. Customer-provided facilities and associated terminal equipment and communications systems may be connected to the telecommunications network in such a way that they cross exchange or other jurisdictional boundaries.



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S15.2 CONNECTIONS OF REGISTERED EQUIPMENT

S15.2.1 Customer-provided Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems.

Customer-provided registered terminal equipment, registered protective circuitry and registered communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the Federal Communications Commission's Rules and Regulations, as provided in 15.1 preceding and the following:

- a. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations are continually satisfied. The Company may discontinue service or impose other remedies as provided in Part 68 of the Federal Communications Commission's Rules and Regulations for failure to comply with these provisions.
- b. The customer shall notify the Company of each line to which registered equipment is to be connected in advance of such connection and shall notify the Company when such registered equipment is permanently disconnected. The customer shall provide the Company the Registered Number and Ringer Equivalence Number for the registered equipment.
- c. The customer shall not connect registered equipment to a company line if:
  - (1) The Ringer Equivalence of such equipment in combination with the total Ringer Equivalence of other equipment connected to the same line exceeds the allowable maximum as determined by the Company, or
  - (2) The Ringer is not of a type designated by the Company as suitable for the particular line.
- d. Except as otherwise provided in e. following, all connections of registered equipment to services furnished by the Company shall be made through Company-provided standard jacks, or, in the case of registered communications systems, through standard jacks wired in other than a standard number when non-standard wiring is agreed to be the Company.
- e. Registered equipment which is in hazardous or inaccessible locations may, in lieu of d. preceding, be connected in accordance with 15.14 following.

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.2 CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

S15.2.2 Premises Wiring Associated with Registered Communications Systems

- a. Premises Wiring is wiring which connected separately housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing.
  - (1) Fully-Protected Premises Wiring is premises wiring which is:
    - (a) No greater than 25 feet in length (measured linearly from the point where it leaves equipment or connector housings) and registered terminal equipment or protective circuitry with which is to be used.
    - (b) A cord which complies with (a) preceding and which is extended once by a registered extension cord. Extension cords may not be used for safety reasons should be affixed to or embedded in a building's structure.
    - (c) Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the Federal Communications Commission Rules and Regulations
    - (d) Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.
  - (2) Protected Premises Wiring Requiring Acceptance Testing for Imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.
  - (3) Unprotected Premises Wiring is all other premises wiring.

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S15.2 CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

S15.2.2 Premises Wiring Associated with Registered Communications Systems(Continued)

- b. Customers who intend to connect premises wiring other than Fully-Protected Premises Wiring to the telephone network shall give advance notice to the Company in accordance with the procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations or as otherwise authorized by the Federal Communications Commission.
- c. The Company may invoke extra-ordinary procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations where one or more of the following conditions are present:
  - (1) Information provided in the supervisor's affidavit gives reason to believe that a violation of Part 68 of the Federal Communications Commission's Rules and Regulations is likely.
  - (2) A failure has occurred during acceptance testing for imbalance.
  - (3) Harm has occurred, and there is reasons to believe that this harm was a result of wiring operations performed under Part 68 of the Federal Communications Commission's Rules and Regulations.

In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than Fully-Protected Premises Wiring Installations as set forth in Part 68 of the Federal Communications Commission's Rules and Regulations

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S15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS

S15.3.1 Direct Connections

a. Grandfathered Terminal Equipment

Grandfathered terminal equipment may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:

- (1) The customer shall notify the Company when such grandfathered terminal equipment is to be connected and shall notify the Company when such grandfathered terminal equipment is to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;
- (2) All such connections are made through Company-provided standard jacks or are otherwise connected by the Company; and
- (3) All such connections shall comply with the minimum protection criteria set forth in 15.3.3. following.

b. Grandfathered Communications Systems

- (1) Grandfathered communications systems, directly connected to the telecommunications network on June 1, 1978, may remain connected for the life of the equipment without registration, and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:
  - (a) All such connections shall comply with the minimum protection criteria set forth in 15.3.3 following.
  - (b) No changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.
- (2) Until January 1, 1980, new installation of communications systems of a type which have been grandfathered may be connected to the telecommunications network, subject to the following.
  - (a) Premises Wiring shall conform to Part 68 of the Federal Communications Commission's Rules and Regulations.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.1 Direct Connections (continued)

b. (2) (continued)

- (b) The customer shall notify the Company when such communications systems are to be connected and shall notify the Company when such communications systems are to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;
- (c) All such connections are made through Company-provided standard jacks or otherwise connected by the Company;
- (d) All such connections shall comply with the minimum protection criteria set forth in 15.3.3 following;
- (e) No changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.

(3) Additions to systems specified in (1) and (2) preceding may be made:

- (a) Until January 1, 1980 where the equipment being added is of a type which has been grandfathered and
- (b) after January 1, 1980 where the equipment being added is grandfathered. Such additions are subject to the provisions of (2) (a) through (e) preceding. Additions of registered equipment are subject to A15.2 preceding.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.1 Direct Connections (continued)

b. (continued)

- (4) Systems connected pursuant to (1) through (3) preceding may remain connected and be moved and reconnected to the telecommunications network, in accordance with (2) (a) through (e) preceding, for the life of the equipment and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.
- c. Customer-provided terminal equipment and customer-provided communications systems connected to the telecommunications network via customer-provided grandfathered protective circuitry are subject to provisions of a. and b. preceding.

S15.3.2 Connections Through Connecting Arrangements Provided by the Company

a. General

(1) Basis of Connection

- (a) Grandfathered connections of terminal equipment and grandfathered connections of communications systems made in accordance with 15.3.2b. and c. respectively may remain connected and be moved and reconnected for the life of the equipment and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations. Connecting arrangements used for such moves and reconnections will continue to be provided by the Company subject to their availability, at the rates and charges specified in 15.16 following.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.2 Connections Through Connecting Arrangements Provided by the Company (continued)

- a. (1) (continued)
  - (b) Equipment-to-equipment connections made prior to January 1, 1980, may remain connected and be moved and reconnected for the life of such devices or system components (and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations), or for the life of the Company-provided terminal equipment or communications system. Connecting arrangements used for reconnection of such customer-provided devices or system components will continue to be provided by the Company subject to their availability.
  - (c) Customer-provided communications systems which are not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected in accordance with 15.6 following.
  - (d) Separate, identifiable and discreet protective circuitry, i.e., connecting arrangements) used for grandfathered connections of communications systems to the telecommunications network may be removed or replaced with apparatus of lesser protective function, provided that any equipment, and any premises wiring whose classification is changed thereby, conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.2 Connections Through Connecting Arrangements Provided by the Company (continued)

a. (2) Network Control Signaling

Network control signaling shall be performed by equipment furnished, installed and maintained by the Company, except that:

- (a) Customer-provided tone-type address signaling is permissible through a Company-provided connecting arrangement. When the customer has the capability to originate calls by means of such instruments and special central office facilities exist, the rates and charges for touch calling services apply.
- (b) Signaling functions may be performed by customer-provided Conforming Answering Devices specified in 15.3.5 following.

b. Grandfathered Connections of Terminal Equipment

(1) Date Terminal Equipment

Subject to the provisions of a. (1) (a) preceding, customer-provided data terminal equipment (including telephotograph equipment) may be connected at the customer's premises to the telecommunications network through a network control signaling unit and a data access arrangement provided by the Company in accordance with the following:



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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.2 Connections Through Connecting Arrangements Provided by the Company (continued)

b. (1) (continued)

- (a) The customer shall furnish the equipment which performs the functions of:
  - i. conditioning the data signals generated by the customer-provided terminal equipment to signals suitable for transmission by means of Company service, and
  - ii. conditioning signals transmitted by means of Company services to data signals suitable for reception by customer-provided equipment.
- (b) The customer-provided data terminal equipment must comply with the minimum protection criteria specified in 15.3.3 following.
- (c) Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the customer-provided terminal equipment for voice communication.

(2) Voice Terminal Equipment

Subject to the provisions of a. ('1) (a) preceding, customer-provided voice terminal equipment may be connected at the customer's premises to the telecommunications network in accordance with the following:

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.2 Connections Through Connecting Arrangements Provided by the Company (continued)

b. (2) (continued)

- (a) The connection shall be made through a network control signaling unit and a connecting arrangement furnished by the Company. In accordance with 15.3.4 and 15.3.5 following, a connecting arrangement is not required for the connection of Attested Equipment or Conforming Answering Devices.
- (b) Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the customer-provided terminal equipment for voice communication.
- (c) The customer-provided voice terminal equipment must comply with the minimum protection criteria specified in 15.3.3 following:

c. Grandfathered Connections of Communications Systems

Subject to the provisions of a. (1) (a) and (b) preceding, customer-provided communications systems may be connected at the customer's premises to telecommunications services in accordance with the following:

- (1) The connection shall be through a network control signaling unit and connecting arrangement furnished by the Company.
- (2) The provisions relating to minimum protection criteria set forth in 15.3.3 following shall apply to the connection of customer-provided communications systems. As related to minimum protection criteria and when applied to the connection of customer-provided communications systems, the term "customer's premises" shall include any premises on which the customer-provided communications system is terminated.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.3 Minimum Protection Criteria for Electrical Connections

- a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded, the power of the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises will be specified for each customer location but in no case shall it exceed one milliwatt.
- b. To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meet the following limits:
  - (1) The power in the band from 3, 995 Hertz to 4,005 hertz shall be at least 18db below the power of the signal as specified in a. above.
  - (2) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
  - (3) The power of the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
  - (4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
  - (5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company interface located on the customer's premises at no time have energy solely in the 2450 to 2750 band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.4 Attested Equipment Connected Prior to January 1, 1980

- a. Until January 1, 1980 customer-provided headsets and non-powered conferencing equipment which meet the standards and procedures set forth by the Company in Technical Reference for Attested Equipment may be connected at the customer's premises to the telecommunication network in accordance with (1) through (5) following. Such equipment may remain connected and be moved and reconnected in accordance therewith for the life of the equipment unless subsequently modified.
  - (1) The connection shall be made through an interface termination (e.g., headset jack) provided by the Company.
  - (2) The Identification Number issued by the Company to the manufacturer or supplier must appear on each unit of Attested Equipment utilized.
  - (3) Customers must notify the Company of their intention to connect Attested Equipment. Such notification must include the Identification Number of the equipment and the location at which that equipment is to be used.
  - (4) Attested Equipment may not:
    - (a) be connected to a source of electrical power which is external to the telecommunications network;
    - (b) be grounded;
    - (c) perform any network control signaling functions prior to and including the establishment of the intended transmission path;
  - (4) Attested Equipment may not:
    - (d) have amplification in the transmission path (other than single ended terminal devices with the maximum gain limited so that the output power meets the minimum protection criteria set forth in 15.3.3 preceding); and
    - (e) use wiring external to such equipment that is permanently affixed at the site of the installation other than portable connections compatible with the interface terminations provided by the Company.
  - (5) Attested Equipment must comply with the minimum protection criteria set forth in 15.3.3 preceding.
- b. In the event Attested Equipment bearing an Identification Number does not meet the requirements set forth by the Company in its Technical References, the customer using such Attested Equipment shall either disconnect the equipment from the Company service or arrange for connection of the equipment in accordance with 15.2 preceding.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.3.5 Conforming Answering Devices Connected Prior to July 1, 1979.

- a. Customer-provided Conforming Answering Devices which meet the standards and procedures set forth by the Company in Technical References for Conforming Answering Devices and which were connected at the customer's premises to the telecommunications network prior to July 1, 1979, in accordance with (1) through (5) following, may remain connected and be moved and reconnected in accordance therewith for the life of the equipment, unless subsequently modified.
  - (1) Customer's shall notify the Company of their intention to connect Conforming Answering Devices. Such notification shall include the location at which the Conforming Answering Device is to be used as well as its Conformance Number.
  - (2) The Conforming Answering Device shall only be connected by means of a jack outlet connecting arrangement provided by the Company.
  - (3) The Conforming Answering Device shall be operated and maintained in accordance with those instructions furnished with such Conforming Answering Device as required by the Company's Technical Reference for Conforming Answering Devices.
  - (4) Conforming Answering Devices may not:
    - (a) be used to transmit or receive data signals;
    - (b) be used to originate calls
  - (5) The Conforming Answering Device shall comply with the minimum protection criteria set forth in 15.3.3 preceding.
- b. In the event that an answering device bearing a Conformance Number does not meet the requirements of the Company's Technical Reference for Conforming Answering Devices, the customer using such answering device shall either disconnect the device from the Company service or arrange for connection of the device in accordance with 15.2 preceding.

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S15.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (continued)

S15.4 ACOUSTIC OR INDUCTIVE CONNECTIONS

S15.4.1 General

- a. Customer-provided voice or data terminal equipment (including telephotograph equipment) and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by the Company.
- b. Customer-provided tone-type address signaling is permitted through such connections, however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

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S15.4 ACOUSTIC OR INDUCTIVE CONNECTIONS (continued)

S15.4.2 Minimum Protection Criteria

- a. To prevent excessive noise and cross talk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Company line) does not exceed 9db below one milliwatt when averaged over any three second interval. However, to permit each customer, independent of distance from the central office, to supply signal power which at the central office approximates 12db below one milliwatt when averaged over any three second interval, the Company, at the customer's request will specify, for each location, the signal power output of the network control signaling unit, which shall in no case exceed one milliwatt.
- b. To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit.
  - (1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in a. preceding.
  - (2) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
  - (3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
  - (4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
  - (5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- c. To prevent the interruption or disconnection of a call or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

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S15.5 ACCESSORIES

Customer-provided accessories may be used with telecommunications services provided that such accessories comply with the provisions of 15.1.2 and 15.3.2a. (2) preceding.

S15.6 CONNECTIONS OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS NOT SUBJECT TO PART 68 OF THE FEDERAL COMMUNICATIONS COMMISSION'S RULES AND REGULATIONS.

15.6.1 Customer-provided communications systems not subject Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with telecommunications services. in accordance with 15.6. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the customer's premises provided that:

- a. Such telecommunications service or customer-provided communications systems are utilized for the origination or termination of communications at the customer's premises where the connection is made.
- b. The connections shall be through a network control signaling unit and connecting arrangement furnished by the Company.
- c. The connection shall be made through switching equipment provided either by the customer or by the Company.
- d. The provisions relating to minimum protection criteria set forth in 15.3.3 preceding shall apply to the connection of customer-provided communications systems. As related to minimum protection criteria and when applied to the connection of customer-provided communications systems, the term "customer's premises" shall include any premises on which the customer-provided communications systems is terminated.



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S15.7 CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT TO SERVICES SPECIFICALLY EXEMPT FROM THE FEDERAL COMMUNICATIONS COMMISSION'S REGISTRATION PROGRAM

Customer-provided terminal equipment may not be connected to services specifically exempted from the Federal Communications Commission's Registration Program.

S15.8 CONNECTIONS OF SERVICE STATION LINES AND FACILITIES FURNISHED BY THE CUSTOMER WHICH INVOLVE HAZARDOUS OR INACCESSIBLE LOCATIONS

S15.8.1 Except as otherwise provided in 15.8.2 following, service stations lines, and facilities furnished by the customer which involve hazardous or inaccessible locations, may be connected to the telecommunications network.

S15.8.2 EFFECTIVE January 1, 1980, new installations of or additions to customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations, connected to the telecommunications network in accordance with 15.14.1 preceding must conform with part 68 of the Federal Communications Commission's Rules and Regulations.

S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS

S15.9.1 Communications systems provided by the Other Common Carrier hereafter referred to as the OCC, may be connected with the facilities furnished by the Company for exchange, Long Distance Message Telecommunications Service, and Wide Area Telecommunications Service as specified in Paragraphs 15.9.2 through 15.9.8 following.

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S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS  
(continued)

S15.9.2 Responsibility of the Customer

Where exchange, long distance message telecommunications services, and Wide Area Telecommunications services, are available under this tariff for use in connection with OCC-provided communications systems, the operating characteristics of such stems shall be such as not to interfere with any of the services offered by the Company. Such use is subject to further provisions that the OCC-provided systems do not endanger the safety of Company employees or the public; damage, require change in, or alteration of, the equipment or other facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of Company's services. Upon notice from the Company that the OCC-provided system is causing or is likely to cause such hazard or interference, the customer shall arrange with the OCC to make such change as shall be necessary to remove or prevent such hazard or interference.

The customer shall be responsible for payment of a non-recurring charge, as set forth in 4. preceding, for each repair visit by the Company to the premises of the customer where the service difficulty results from the use of equipment, facilities, or services provided by any Other Common Carrier.

S15.9.3. Network Control Signaling

Satisfactory performance of the telecommunications network requires continuing functional capability of the network control signals and the switching equipment involved. To assure such continuing capability, network control signaling (except customer-provided tone-type address signaling through a Company-provided or OCC-provided connecting arrangement) in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Company or the OCC.

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S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS  
(continued)

S15.9.4 Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Customer

Other Common Carrier-provided communications systems analog (including channels derived from such systems), not exceeding voice or digital, may be connected with exchange, Long Distance Telecommunications Services, or Wide Area Telecommunications Service at the premises of the customer provided that:

- a. Such exchange, long distance message telecommunications service, Wide Area Telecommunications Service, or OCC-provided communications system is utilized for the origination of termination of communications at the customer's premises where the connection is made.
- b. The connection is either through equipment which effects such connection externally to a Company-provided network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving, or through direct electrical connection in accordance with c. or d. below.
- c. Where the connection with the OCC-provided communications systems involves direct electrical connection to the facilities furnished by the Company for exchange, long distance message telecommunications service, or Wide Area Telecommunications Service, such connections shall be made:
  - (1) Through switching equipment provided by the customer, the Company, or by the OCC; or
  - (2) Through a channel derivation device provided either by the customer or the OCC.

Where such connection is made through a channel derivation device as specified in (2) preceding, the provision of a. preceding is not applicable.

- d. Where the connection is made by means of switching equipment provided by the customer, or by means of a channel derivation device provided by the customer, such switching equipment or derivation device, and the facilities provided by the OCC shall be treated as a customer-provided communications system and the regulations applicable to the connect of customer-provided communications systems shall apply as set forth in 15.2 and 15.3 preceding.

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S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS  
(continued)

S15.9.4 Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Customer (continued)

- e. Connection may be made only if the forms of electrical communication are the same and consistent with those for which the Company-provided service is offered. Connections are not represented as being suitable for satisfactory transmission.
- f. The rates and charges for connection with OCC-provided communication systems shall be the same as those that would apply if Company services were so connected. The rates and charges to the customer are in addition to the rates and charges made by the OCC for the services and channels which it provides.

S15.9.5 Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Company.

- a. Communications Systems (utilizing central office connecting facilities), not exceeding voice grade, provided by an OCC to a customer may be directly connected at the premises of the Company with exchange service or long distance message telecommunications service furnished by the Company to the same customer, provided such connections are made through:
  - (1) Individual exchange lines or PBX trunk exchange lines to permit communications via the OCC-provided communications system, to or from the customer's premises located in an exchange foreign to the exchange in which the connection is made.
  - (2) Centrex switching equipment furnished in accordance with the provisions of this tariff.

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S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS  
(continued)

S15.9.5 Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Company. (continued)

b. Communications Systems (utilizing central office connecting facilities), not exceeding voice grade, provided by an OCC to a customer may be connected at the premises of the Company with WATS furnished by the Company to the same customer, provided the connection is made through:

- (1) Centrex control switching equipment furnished in accordance with provisions of this tariff.
- (2) Common control switching arrangements or a switching center for enhanced private switched communications services in accordance with Section 4 of Tariff F.C.C. No. 260.

The connections specified above shall be made only if:

- (a) The customer has a requirement to originate or terminate communications over the WATS line to or from premises of that customer located in the same state subdivision as that for which the WATS initial period rate applies; and
- (b) The forms of electrical communications are the same and consistent with those for which the Company-provided service is provided.

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S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS  
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S15.9.5 Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Company. (continued)

- c. Channels (utilizing central office connecting facilities), not exceeding voice grade, provided by an OCC to a customer, may be connected with WATS arrangement for outward service furnished by the Company to the same customer at the WATS central office which normally serves the customer's premises provided that:
  - (1) The customer has a requirement to originate communications over the WATS line from premises of that customer located in the same state and state subdivision as that for which the WATS initial period rate applies;
  - (2) Connection shall be made only if the forms of electrical communications are the same and consistent with those for which the Company-provided service is offered;
  - (3) Such OCC channel is dedicated to the exclusive use of the WATS customer and is terminated at the premises of the OCC in switching equipment provided by the OCC to the WATS customer as part of its authorized domestic switched private line service;
  - (4) All communications over outward WATS will originate at the premises of the WATS customer via an access channel to the OCC's switching arrangement. That access channel will be dedicated to the private use of the WATS customer and not used or usable for public communications service.

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S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS  
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S15.9.6 OCC Service

All arrangements for service provided by an OCC shall be made by the customer with that carrier. The furnishing of exchange, Long Distance Message Telecommunications Service, and Wide Area Telecommunications Service by the Company is not a part of a joint undertaking with the OCC.

S15.9.7 Responsibility of the Company

- a. The Company shall not be responsible for the installation, operation or maintenance of any OCC-provided communications equipment or system. Exchange, long distance message telecommunications services, and Wide Area Telecommunications Service are not represented as adapted to the use of OCC-provided equipment or systems and where such equipment or systems are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for exchange, Long Distance Message Telecommunications Service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the OCC provided equipment or system or for the quality of, or defects in, such transmission, (2) the reception of signals by the OCC-provided equipment or system or (3) network control signaling where such signaling is performed by OCC-provided network control signaling equipment.
- b. Where an OCC-provided communications system utilizes satellite facilities or is connected to a communications system which utilizes satellite facilities, the connection of such OCC-provided system to WATS may result in the utilization of two or more satellite circuits on the combined connected facilities. The responsibility of the Company where such a system is connected to WATS and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility the Company shall not be responsible for the quality of the through transmission of signals on such connection. Except for defects in the WATS, the Company shall not apply any allowance for impaired transmission resulting from such connection to the charges for WATS associated with such connection.
- c. The Company shall not be responsible to the customer or OCC if changes in minimum network protection criteria or in any of the facilities, operation or procedures of the Company render any facilities provided by an OCC thereof, obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.

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S15.9 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS  
(continued)

S15.9.8 Violation of Regulations

When any OCC-provided system is connected to the exchange, Long Distance Message Telecommunications Service, or Wide Area Telecommunications Service, in violation of any of the provisions in 15.9 through 15.9.8, the Company will take such immediate action as necessary for the protection of the network, and will promptly notify the customer of the violation. The customer shall discontinue such connection of the equipment or system or correct the violation and shall confirm in writing to the Company within ten days, following the receipt of written notice from the Company, that such connection has ceased or violation has been corrected. Failure of the customer to discontinue such connection or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of the tariff.

S15.10 MAINTENANCE OF SERVICE CHARGE

A non-recurring charge of \$20.00 applies when a subscriber's customer-provided terminal equipment has been identified from a test at the test board as having caused trouble and is in need of repairs.

A minimum non-recurring charge of \$40.00 will apply for each repair visit of two hours or less to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided terminal equipment or communications system. In the event the repair visit requires more than two hours, the customer will be required to bear the cost incurred at \$20.00 per man hour.



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S16. DATA-TEL DATA SERVICE

S16.1 DATA TRANSMITTING AND RECEIVING EQUIPMENT AND TELETYPEWRITER EQUIPMENT  
Windstream South Carolina, Inc.

S16.1.1 Regulations

a. General

- (1) Customer-provided data transmitting and receiving equipment (includes telewriter equipment) and customer-provided teletypewriter equipment may be connected to lines of the Company for the Transmission and reception of data signals.
- (2) The equipment type shown in parentheses after certain of the offerings is intended to aid in the identification of that offering.

b. Basis of Connection

- (1) Data transmitting and receiving equipment and teletypewriter equipment will be connected to the lines of the Company either by means of a data set or a data access arrangement. The data set is required to condition signals generated by data or teletypewriter equipment to signals suitable for transmission on Company facilities for delivery to data or teletypewriter equipment.
- (2) The magnitude and the character of the voltages and currents delivered to the data set from customer-provided equipment, and the operation and maintenance of such equipment shall be such as to not interfere with any of the services offered by the Company or interfere with others. Such equipment shall operate in such a manner as to avoid hazard or damage to the Company plant or injury to Company employees or customers because of the character or location of the customer

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S16. DATA-TEL DATA SERVICE

S16.1 DATA TRANSMITTING AND RECEIVING EQUIPMENT AND TELETYPESWRITER EQUIPMENT  
Windstream South Carolina, Inc. (continued)

S16.1.1 Regulations (continued)

b. (2) (continued)

provided apparatus and of sources of power to which it is connected. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

c. Use With Long Distance Message Telecommunications Service

- (1) Long distance message telecommunications service is available for use on a two-point service basis with data transmitting and receiving equipment and teletypewriter equipment for the transmission and reception of data signals.
- (2) The regulations and rates for each call made for the purposes of transmitting data signals are those applicable for long distance message telephone station-to-station and person-to-person service according to the connection established.

d. Use With Wide Area Telecommunications Service

- (1) Wide Area Telecommunications Services are available for use with data transmitting and receiving equipment and teletypewriter equipment for the transmission and reception of data signals.

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S16. DATA-TEL DATA SERVICE

S16.2 TELETYPEWRITER EXCHANGE SERVICE - St. Matthews  
(continued)

S16.2.1 General

This tariff is applicable to intrastate teletypewriter exchange service furnished or made available by St. Matthews, hereinafter referred to as the Company.

S16.2.2 Concurrence

This Company concurs in the rates and charges governing intrastate connections and station equipment for teletypewriter exchange service as filed by the Southern Bell Telephone and Telegraph Company (South Carolina) with the Public Service Commission of South Carolina. Any amendments thereto or successive issues thereof are hereby adopted and made part of this tariff, with the provision that this Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings as may be necessary upon such cancellation.

This Company concurs with F.C.C. Tariff No. 133 on the rates and charges governing interstate fixed monthly rates and interstate connections.

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S17. ABBREVIATED DIALING

S17.1. General

- A. Abbreviated Dialing Service is a three-digit (N11, where N can be 2, 3, 5, 6, 7 or 8) local dialing arrangement available in Windstream South Carolina, Inc. ("Company") areas for delivery of non-emergency information via voice grade facilities, pursuant to FCC Docket No. 92-105.
- B. Abbreviated Dialing Service is available from Company in Company territory only. Governmental and other legally authorized entities ("Subscribers") wishing to provide access to Abbreviated Dialing Service to end users in another company's territory or to a Competitive Local Exchange Carrier's ("CLEC") end users within Company's Local Calling Area must make appropriate arrangements with the other company or CLEC serving that area.
- C. Company shall have no responsibility with respect to the information, service, communications, announcements, advertising, promotion, performance, behavior, action, or inaction of the Subscriber providing access to Abbreviated Dialing Service or to end users calling via Abbreviated Dialing Service.
- D. For the Subscriber's purpose in providing access to Abbreviated Dialing Service, Company's Local Calling Area is the Basic Local Calling Area as defined in this Tariff, as facilities permit. Additionally, pre-recorded announcements provided by Subscribers will be allowed as Company facilities permit and will be at Subscribers' expense.
- E. Abbreviated Dialing Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in this Tariff apply to Abbreviated Dialing Service.
- G. Company may provide Directory Listings for Abbreviated Dialing Service at rates and pursuant to the regulations found in Section 6 of this Tariff.
- H. Access to Abbreviated Dialing Service is not available to the following types of service:
  - Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - Inmate Service
  - 101XXXX
  - Wireless - Type 2A
- I. Subscribers will not receive calling number information through Abbreviated Dialing Service. To receive calling number information, the Subscriber must subscribe to one of Company's Caller ID services set forth in Section 13 of this Tariff.
- J. When a N11 number is disconnected, Company will route the calls to an intercept announcement for a maximum of 60 days, provided that the Subscriber is also a end user customer of Company. The announcement provided may refer the caller to another telephone number.

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**S17. ABBREVIATED DIALING**

**S17.2. Service Requirements and Conditions**

- A. When Abbreviated Dialing Service is provisioned by Company, Company will bill the Subscriber the nonrecurring service charge. Company will not refund or waive the nonrecurring charge if the Subscriber cancels or withdraws its request for service after Company has programmed the central office per the Subscriber's request.
- B. Upon six-months written notice Company may terminate this Agreement and the services provided herein in accordance with the terms and conditions contained in CC Docket 92-105 and any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. In the event of such termination, Company will at Subscriber's request, transfer the service arrangements to a 7- or 10-digit dialing arrangement within the six-month notice period. Subscribers will be required to migrate to any standard access arrangement subsequently agreed to by the industry and approved by the FCC, and Company will charge Subscribers the appropriate tariff rates for the establishment of new access arrangements.
- C. Only one 7- or 10-digit local number or one 10-digit toll-free number may be used as the lead number per Basic Local Calling Area. All central offices within a Basic Local Calling Area must be pointed to the same 7- or 10-digit local number or one 10-digit toll-free number. Appropriate rates from Sections 3 and 4 of this Tariff will apply.
- D. Abbreviated Dialing Service is provided where Company facilities permit.
- E. To ascertain whether Type 1 wireless customers will be able to reach Subscriber by dialing N11, Subscriber must contact separately the applicable wireless companies.
- F. To ascertain whether a Subscriber's callers who are end users of a CLEC will be able to reach Subscriber by dialing N11, Subscriber must contact separately the applicable CLEC(s).
- G. Company will provide Abbreviated Dialing Service under the following conditions:
  - 1. For network sizing and protection, Subscriber will provide to Company an estimate of annual call volumes and the expected busy hour and holding time for each call to N11.
  - 2. Subscriber will purchase or otherwise provide adequate telephone facilities initially and subsequently as may be required to handle adequately calls to Subscriber, in Company's judgment, without impairing Company's general telephone service or telephone plant.
  - 3. Subscriber will obtain all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks and patents used in connection with Abbreviated Dialing Service.

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**S17. ABBREVIATED DIALING**

**S17.2. Service Requirements and Conditions (Continued)**

- G. Company will provide Abbreviated Dialing Service under the following conditions: (Continued)
4. Company shall not under any circumstances be responsible or liable for incidental, consequential or special damages, notwithstanding the foreseeability or disclosure of said damages, including but not limited to damages associated with delay, loss of data, profits or goodwill.
  5. Company provides no warranties, express or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Without limiting the foregoing, Company makes no warranty with respect to the performance of any telecommunications and non-telecommunications system, operating system or any application software.
  6. Suspension of Business and Residence Service as covered in Section 2 of this Tariff is not applicable for N11 Abbreviated Dialing Service.
  7. Subscriber shall respond promptly to any and all complaints to any regulatory authority against any service provided via the N11 number. If requested by Company, Subscriber shall assist Company in responding to complaints made to Company concerning the Subscriber's N11 service.
  8. Company will notify Subscriber when Subscriber's service unreasonably interferes with or impairs other services provided by Company to other end users. If, after receipt of notice, Subscriber makes no modification in method of operation, or in the service arrangements that are deemed service-protective by Company, or if Subscriber is unwilling to accept the modifications, or if Subscriber continues to cause service impairment, Company reserves the right, at any time without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by Company, Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- H. In no event shall Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by Company, or its employees, or agents, in connection with Abbreviated Dialing Service. Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by Subscriber.



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**S17. ABBREVIATED DIALING**

**S17.3. Application of Rates**

- A. Basic local exchange service is required, in addition to N11 Service and in order for N11 Service to function properly. N11 Service is supplemental to and is not a replacement for local exchange service.
- B. N11 Subscriber shall pay a nonrecurring Central Office Charge for each Company host central office out of which N11 is established:
  - 1. Some Company local exchanges are served by more than one host central office. In order to establish N11 in such an exchange, a N11 Subscriber shall pay a Central Office Charge for each Company host central office in the N11 Subscriber's service area.
  - 2. Some host central offices serve more than one Company local exchange. If a N11 Subscriber applies to establish N11 Service in multiple Company local exchanges served by the same host central office, then only one Central Office Charge shall apply. However, the N11 Subscriber shall pay the full Central Office Charge whether or not it requests N11 in all Company local exchanges served by the host central office.
- C. Where applicable, a N11 Subscriber shall pay a nonrecurring Exclusion Charge:
  - 1. When a N11 Subscriber does not make contemporaneous applications to establish N11 in every Company local exchange served by a host central office, the N11 Subscriber shall pay an Exclusion Charge for each Company local exchange served by the host central office where N11 Service is not established.
  - 2. When a Company local exchange is once excluded, but the N11 Subscriber subsequently applies to establish N11 Service in the Company local exchange, then an Exclusion Charge shall again apply.
- D. N11 Subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the N11 Subscriber's designated premises.
- E. N11 Subscribers shall pay a nonrecurring Number Change Charge when they apply to change the telephone number to which the N11 abbreviated dialing code is translated. Company will apply the Number Change Charge on a per telephone number, per host central office basis.
- F. Applicable service order charges as specified in Section 4 of this Tariff will apply, in addition to the following rates.

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**S17. ABBREVIATED DIALING**

S17.4 Charges applicable to N11 Subscribers\*:

A. Establishment of N11 Service

	<u>Nonrecurring Charge</u> <u>Per Exchange</u>
(1) Central Office Charge	\$500.00
(2) Exclusion Charge	\$157.00
(3) Number change Charge	\$137.00

\*Note: No charges are applicable for 711 Service.

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S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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### S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

#### S18.1 APPLICATION

This tariff is applicable to intrastate long distance message telecommunications service furnished or made available by Windstream South Carolina, Inc.

#### S18.2 GENERAL

- a. Long distance message telecommunications service is that of furnishing facilities for communications between stations in different rate centers for two-point service.
- b. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Section following.
- c. In case a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of long distance message toll telephone service shall take precedence over all others.
- d. Service through Miscellaneous Common Carriers  
  
Service is available to and from customers of a Miscellaneous Common Carrier with which arrangements have been made for the interchange of telephone traffic and is furnished through interconnecting equipment and local connecting facilities provided by the Company.  
  
The rates between the applicable wire telephone rate center and the rate center of the Miscellaneous Common Carrier are the rates set forth in this Tariff for two-point service. The rate center of the Miscellaneous Common Carrier is the wire telephone rate center of the Company serving exchange. An additional charge which the Miscellaneous Common Carrier bills to and collects from its customer is applicable to the remainder of the haul.
- e. Use of the service is subject to regulations in this section and in Section 2 of this Tariff.

#### S18.3 TWO-POINT SERVICE

##### a. Classes of Service

Service is offered on a station-to-station or person-to-person basis. The station-to-station class of service is furnished on a customer dialed calling card (credit card) basis, an operator station-to-station or a dial station-to-station basis. Day, Evening, Night, and Weekend rates apply as set forth in 18.3.g. following.

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S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S18.3 TWO-POINT SERVICE (Continued)

a. Classes of Service (Continued)

(1) Dial Station-to-Station

(a) Dial station-to-station is that station-to-station service where the person originating the call from other than a public or semipublic coin telephone dials the telephone number desired and the call is completed without the assistance of an operator and the call is not billed to a number other than the originating number, except, when an operator:

1. Records the originating telephone number where no automatic recording equipment is available;
2. Places a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap;
3. Re-establishes a call which has been interrupted after the called number has been reached; and
4. Completes a call when a customer indicates that he has made more than one attempt to reach the desired station but was unsuccessful for reasons other than "Busy", "Don't Answer", or single wrong number condition.

(2) Operator Station-to-Station and Person-to-Person

(a) Operator station-to-station rates apply to station-to-station telephone communication where the completion of the call or a request for any information or assistance relating to billing or charges for such call requires the assistance of an operator for the appropriate charge, see 18.3.g.(2). Operator station-to-station rates apply for Calling Card (credit card) calls when the operator dials the number for the customer where facilities are available for Customer Dialed (0+) completion. Operator station-to-station calls also include station-to-station calls placed from a public or semi-public coin telephone. This charge does not apply for operator services used in connection with dial type communication for completion of a call as specified in 18.3.1.a.(1).

(b) Customer Dialed Calling Card (credit card) rates apply to station-to-station telephone communication where the person originating the call dials and completes the call without the assistance of an operator (for the appropriate charge, see 18.3.g.(2)). The credit card rate will also apply when operator assistance is used to record the Company credit card number, or where the operator reaches the called telephone number where facilities are not available for Customer Dialed (0+) completion. If facilities are available for Customer Dialed (0+) completion and the operator is used for completion of the call as well as for recording the calling card (credit card) number, the operator station-to-station rate will apply instead of the Customer Dialed Calling Card rate (see 18.3.1.a.(2)(a) preceding).

(c) Person-to-person rates apply where the person originating the call specifies to the operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant (for the appropriate charge, see 18.3.g.(2)).

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S18.3 TWO-POINT SERVICE (Continued)

b. Initial and Additional Minutes and Discounts

- (1) Rates are quoted in terms of initial periods and additional minutes.
  - (a) Initial period rates given in the rate table in 18.3.g.(1) following are for telephone connections of one minute or any fraction thereof for all classes of service.
  - (b) All additional period rates given in the table in 18.3.g.(1) following are for each additional minute or any fraction thereof that the connection continues beyond the initial period.
  - (c) The basic rate for all classes of service is the Day Station-to-Station rate. Additional amounts as shown under 18.3.g.(2) following should be added to the basic rate for all Operator Station and Person classes of service.
  - (d) Discounts apply equally to the total Full Rate charges as found in 18.3.g.(1) for all classes of service.
    1. Total fractional amounts resulting from the application of the discount will be rounded down to the lower cents.
    2. The applicable discount level for each rate period is shown in 18.3.g. following.
    3. Discounts do not apply to the additional charges shown in 18.3.g.(2) following.

c. Timing of Messages

- (1) The time of day when connection is established, determined in accordance with the time, standard or daylight saving, observed at the location of the rate center of the calling station, determines what rate schedule applies. This rule applies irrespective of whether the call is originated as paid or collect.
- (2) On station-to-station calls, chargeable time begins when connection is established between the calling station and the called station.
- (3) On person-to-person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- (4) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the operator.
- (5) On conference calls, chargeable time begins when connection is established between all the persons on the conference and ends when the connection is terminated at the originating station, except as provided below:

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S18.3 TWO-POINT SERVICE (Continued)

c. Timing of Messages (Continued)

(5) (Continued)

- a. When the originating customer requests that a station or stations be added to or disconnected from a conference call on which conversation is in progress, it is considered as terminating the call and initiating a new call to the revised group of stations.

- (6) In cases where a message begins in one rate period and ends in another, the charge for the portion of the message within each rate period shall be the charge for whole minutes in effect for that rate period.

- (7) Chargeable time does not include time lost because of faults or defects in the service.

d. Reversal of Charges (Collect Calls)

- (1) Collect calls are permissible for all telephone calls except: (1) calls to which the dial station-to-station or customer dialed calling card rates apply, (2) Verification Requests and (3) IntraLATA Long Distance Directory Assistance Services.

e. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, the rate applicable is the Evening rate, unless a lower rate would normally apply.

f. Rates for Hearing or Speech Impaired Persons

- (1) Rates for certain MTS calls are reduced for a residence or single-line business customer who meets the following requirements:

- (a) The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
- (b) The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications.
- (c) The customer makes written application to the Company for the reduced MTS rates.
- (d) The customer designates to the Company one and only one telephone number associated with that customer's service and telecommunications device.
- (e) The reduced rates specified in 18.3.f.(4) following apply for all TDD calls originated from the designated telephone number or associated credit card.

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S18.3 TWO-POINT SERVICE (Continued)

- f. Rates for Hearing or Speech Impaired Persons (Continued)
  - (2) Rates for certain MTS calls are reduced for an agency or business that assists or employs hearing or speech impaired persons under the following conditions:
    - (a) The agency or business provides non-voice telecommunications equipment (TDD) solely for the use of hearing or speech impaired persons or persons who communicate with hearing or speech impaired persons.
    - (b) The agency or business makes a one time written application for eligibility to the Company for the reduced MTS rates.
    - (c) The reduced rates are given as a credit on a subsequent bill.
    - (d) The reduced rates specified in 18.3.f.(4) following apply for all calls placed between TDD's.
  - (3) Rates for certain MTS calls are reduced for individuals equipped with TDD's for communicating with hearing or speech impaired persons under the following conditions:
    - (a) The customer uses a TDD or other non-voice equipment for communicating with other TDD's or non-voice equipment.
    - (b) The customer makes a one time written application for eligibility to the Company for reduced MTS rates.
    - (c) The reduced rates are given as a credit on a subsequent bill.
    - (d) The reduced rates specified in 18.3.f.(4) following apply for all calls placed between TDD's.
  - (4) A qualified call receives an additional 50% discount over the standard time of day rates (including normal discounts) specified in 18.3.g. following.



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## S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### S18.3 TWO-POINT SERVICE (Continued)

#### g. Rates

#### 3) Discounts and Applicable Rate Periods

(a) Discounts apply equally to total Full Rate charges for all messages. Discounts do not apply to add on charges for Customer Dialed Calling Card (credit card), Other Operator Station or Person Charges shown in 18.3.g.(2) preceding.

(b) All areas of the State, except the Kershaw Exchange

Basic Rate Table for all Classes of Service. Discounts apply as shown in below.

Initial Increment (30 Second or Fraction Thereof)	Residence Day Rates Each Additional Increment (6 Seconds or Fraction thereof)
--	---

\$0.165

\$0.033

#### Residence Discounts

	Mon. – Fri.	Sat. – Sun.
7:00 AM- 6:00 PM	Full Rate	50% Disc
6:00 PM- 7:00 AM	50% Disc	50% Disc

#### Business Day Rates

Initial Increment (Minute or Fraction Thereof)	Each Additional Increment (Minute or Fraction thereof)
---	---

\$0.249

\$0.249

#### Business Discounts

	Mon. – Fri.	Sat. – Sun.
7:00 AM- 6:00 PM	Full Rate	25% Disc
6:00 PM- 7:00 AM	25% Disc	25% Disc

(c) Calling Discount Plans - All areas of the State, except the Kershaw Exchange

#### Residence

Monthly Fee	\$4.00
Usage discount	50%

#### Business WATS

Monthly Fee	\$4.00
Usage discount	25%

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## S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### S18.3 TWO-POINT SERVICE (Continued)

#### g. Rates (Continued)

#### 3) Discounts and Applicable Rate Periods

#### (d) **Kershaw Exchange - Only**

Basic Rate Table for all Classes of Service. Discounts apply as shown in below.

Day Rates		
<u>Rate Mileage</u>	<u>Initial Minute</u>	<u>Each Additional Minute</u>
0 – 10	\$0.24	\$0.13
11 – 16	0.25	0.14
17 – 22	0.30	0.19
23 – 30	0.34	0.24
31 – 40	0.43	0.26
41 – 55	0.48	0.30
56 – 70	0.50	0.32
71 – 124	0.52	0.35
125 – 196	0.53	0.37
197 -	0.56	0.39
Discounts		
	Mon. – Fri.	Sat. Sun.
8:00 AM- 5:00 PM	Full Rate	50% Disc
5:00 PM- 11:00 PM	25% Disc	50% Disc
11:00 PM - 8:00 AM	50% Disc	50% Disc

#### h. Airline Mileage Between Rate Centers

- For the purpose of determining airline mileages vertical and horizontal grid lines have been established across the State of South Carolina. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. The unit is the square root of 0.1, expressed in airline miles. A vertical (V) and a horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map projection equations. V and H coordinates can be found in the NECA FCC Tariff #4. A pair of V-H coordinates locates a rate center, for determining airline mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the airline mileage computed as explained in 18.3.h.3 following.
- For long distance message telecommunications service the rate center for a point not listed in this section is the rate center for the central office to which the point is assigned for long distance telecommunications rate purposes; where the point is not assigned to a central office, the rate center is the location of the point.

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## S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### S18.3 TWO-POINT SERVICE (Continued)

#### h. Airline Mileage Between Rate Centers

3. To determine the rate distance between any two rate centers proceed as follows:

Step (1) Obtain the "V" and "H" coordinates for each rate center.

Step (2) Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates. In this application, the difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

Step (3) Divide each of the differences obtained in Step (2) by three, rounding each quotient to the nearer integer.

Step (4) Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in Step (3) by three and repeat step (4). Repeat this process until the sum of the squares obtained is less than 1778.

Step (5) The number of successive divisions by three in steps (3) and (4) determines the value of "N". Multiply the final sum of the two squares obtained in step (4) by the multiplier specified in the following table for the value of "N" preceding.

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361
5	5,904.9	1,081
6	53,144.1	3,241

Step (6) Obtain square root of product in Step (5). If the square root obtained contains a fraction, round up to the next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in Step (5) preceding, the minimum rate mileage corresponding to the "N" value is applicable.

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### S18.3 TWO-POINT SERVICE (Continued)

#### h. Airline Mileage Between Rate Centers (Continued)

#### 4. EXAMPLE CALCULATION

The message rate distance is required between exchange X and Exchange Y.

	<u>V</u>	<u>H</u>
Step (1) Exchange X Coordinates	6393	1279
Exchange Y Coordinates	<u>6344</u>	<u>1436</u>
Step (2) Difference	49	157

Step (3) Dividing each difference by three and rounding to nearer integer = 16 and 52.

Step (4) Squaring integers and adding,

$$\begin{array}{r} 16 \times 16 = 256 \\ 52 \times 52 = \underline{2704} \\ \hline 2960 \end{array}$$

Sum of squared integers

Note that the sum of integers is greater than 1777 so a) divide integers in Step (3) by three and b) repeat Step (4):

a) Dividing integers in 3. by three and rounding = 5 and 17.

b) Squaring integers and adding,

$$\begin{array}{r} 5 \times 5 = 25 \\ 17 \times 17 = \underline{289} \\ \hline 314 \end{array}$$

Sum of squared integers

Step (5) The sum of the squared integers is less than 1778 and was obtained after two successive divisions by three; therefore "N" = 2.

Multiply final sum of squared integers by factor of 8.1 (corresponding to "N" = 2).

$$\begin{array}{r} 314 \\ \times 8.1 \\ \hline 2543.4 \end{array}$$

Step (6) Square root of 2543.4 = 50 and a fraction, which is rounded to 51 miles (fractional miles being considered full miles). The 51 miles is larger than the minimum of 41 rate miles applicable when "N" = 2 so the message rate mileage is 51 miles.

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S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S18.4 INTRALATA LONG DISTANCE VERIFICATION AND EMERGENCY INTERRUPT SERVICE

Windstream South Carolina, Inc. concurs with the Intralata Long Distance Verification and Emergency Interrupt Service Rates, Rules, and Regulations as filed with the South Carolina Public Service Commission by Bell South, together with any amendments or successive issues thereof, and makes itself a part to such rates, rules, and regulations, with provisions that the Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings which may be necessary upon such cancellation.

S18.5 OPERATOR ASSISTED CALLS

Windstream South Carolina, Inc. concurs with the Operator Assisted Call Rates, Rules, and Regulations as filed with the South Carolina Public Service Commission by Bell South, together with any amendments or successive issues thereof, and makes itself a part to such rates, rules, and regulations, with provisions that the Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings which may be necessary upon such cancellation.

S18.6 DIRECTORY ASSISTANCE SERVICE

Windstream South Carolina, Inc. concurs with the Directory Assistance Service Rates, Rules, and Regulations as filed with the South Carolina Public Service Commission by Bell South, together with any amendments or successive issues thereof, and makes itself a part to such rates, rules, and regulations, with provisions that the Company reserves the right to cancel this concurrence after compliance with requirements as to tariff filings which may be necessary upon such cancellation.

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S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S18.7 CALLING PLANS

S18.7.1 Description of Service

- a. Value Plans are a set of specially designed toll Optional Calling Plans applicable to long distance calls originated and terminated intraLATA where billing capabilities permit.
- b. Individual message detail is included as part of this service where billing capabilities permit.
- c. Where billing capabilities permit, Value Plans are offered in connection with outward customer dialed station-to-station calling plus automated or operator assisted Calling Card (credit card), station-to-station, person-to-person, or collect calls which are billed to the customer's account. Value Plan discounts only apply to the message toll rates associated with such calls.
- d. The service is available in connection with individual line, PBX Trunk, and Digital Centrex service.

S18.7.2 General Regulations

- a. The service is not subject to concessions.
- b. A customer may subscribe to only one Section 18 toll Discount Calling Plan.
- c. The minimum service period is one month unless otherwise stated in this Tariff.

S18.7.3 Use of the Service

- a. The service is offered on an account basis only. An account includes all individual lines, PBX Trunks, or Centrex service network access registers in an account.

S18.7.4 Limitation of Service

- a. The service is not available for use with intraLATA only Outward WATS, combined Outward WATS.

18.7.5 Nonrecurring Charges

- a. A Primary Service Ordering Charge as specified in Section 4 of this Tariff applies when the service is ordered and no central office work is required.
- b. In addition, when central office work is required to implement a Discount Calling Plan, a Central Office Work Charge also specified in Section 4 of this Tariff will apply, as appropriate.

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S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

S18.7 CALLING PLANS (Continued)

S18.7.6 Value Plans Options

- a. Discount Plans - For a fixed monthly charge, customers receive a discounted per minute rate. Business customers may subscribe to receive a block of time specified below in addition to a discounted rate for usage above that block of time. The residential Regional Value Plan allows for a set rate per minute for all calls for a monthly recurring charge.

(1) Fixed Monthly Charges

- (a) Monthly recurring rates are in addition to the usage charges specified in (2) following.

(b) Method of Determining Monthly Recurring Rates

1. Determine the total number of individual lines, PBX Trunks, or Centrex service network access registers in the account included in the Value Plan during the billing period. Individual lines, PBX Trunks, etc. in service for a fraction of a month are prorated based on the number of days in service divided by thirty days.
2. The number of individual lines, PBX Trunks, or Centrex service network access registers in the account from 1. preceding is applied to the rate to produce the monthly charge.

(c) Residence Monthly Rates

(Residence)	2.00
Regional Value Plan	
Per customer not	
per access line	

(2) Usage Charges

- (a) The customer will receive a discount on toll usage or a set rate per minute.

(b) Method of Determining Usage Charges:

1. All eligible intraLATA messages placed during all rate periods specified in 18.3 preceding will be rated using the prevailing toll rates and procedures as specified in 18.3 preceding and accumulated throughout the customer's billing period. Except for residential Regional Value Plan Customer's bills.
2. At the end of the billing period the accumulated toll usage charges are discounted by the percent specified. Regional Value Plan customer's bills will be rated at the plan per minute rate stated below.

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## S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### S18.7 Calling Plans - (Continued)

#### S18.7.6 Value Plan Options (Continued)

##### a. Discount Plans. (Continued)

##### (2) Usage Charges (Continued)

- (a) Residence  
Regional Value Plan \$.08 per minute

- b. Value Plan (Business) - Specified following, additional discount options are available to the Business Customer. Depending upon the Option selected, a customer may use up to the initial block of time of toll calling per account for a fixed monthly rate. In the same billing period, usage which exceeds the initial block of time will be prorated based on the rate of the initial block.

##### (1) Method of Determining Monthly Usage Charges

##### (a) Total Minutes of Use

1. For the billing period, usage is accumulated in minutes and seconds for all rate periods specified in 18.3 preceding and for all lines in an account within the LATA. The minutes and seconds are converted to minutes and rounded to the next whole minute.

##### (b) Determination of Charges

1. The fixed monthly rate (per account minimum) in 18.7.6.b.(2) following is billed in advance. For a partial month's service, the fixed monthly rate is prorated based on the number of days in service divided by thirty days.
2. Additional usage, in excess of the minimum, is billed on a per minute of use basis.

##### (2) Rates

- (a) Rates are applied according to the method specified in 18.7.6.b.(1) preceding.

##### 1. Business - Option A – Value Plan 120

	Monthly Rate	Rate Per Minute
a. 120 minutes (2 hours) minimum, per account	\$12.00	\$ -
b. Each addi- tional minute of use	-	.10



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## S18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### S18.7 Calling Plans - (Continued)

#### S18.7.6 Value Plan Options (Continued)

b. (Continued)

(2) Rates (Continued)

#### 2. Business - Option B – Value Plan 300

		<u>Monthly Rate</u>	<u>Rate Per Minute</u>
a.	300 minutes (5 hours) minimum, per account	\$29.00	\$ -
b.	Each addi- tional minute of use	-	.10

#### 3. Business - Option C – Value Plan 600

a.	600 minutes (10 hours) minimum, per account	54.00	-
b.	Each addi- tional minute of use	-	.10

#### 4. Business - Option D –Value Plan Plus

a.	1,500 minutes (25 hours) minimum, per account	120.00	-
b.	Each addi- tional minute of use	-	.10

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S19. WIDE AREA TELECOMMUNICATION SERVICE

S19.1 CONCURRENCE

Windstream South Carolina, Inc. hereinafter called the Concurring Company, assents to, adopts and concurs in the Wide Area Telephone Service Tariff filed with the Public Service Commission of South Carolina by BellSouth, herein after called the Issuing Company, as such tariff now exists, or as it may be revised, added to or supplemented by superseding sheets or issues, for Wide Area Telephone Service furnished jointly by the Issuing Company and the Concurring Company, and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

This service is available only to customers that currently subscribe to this service at their current location.

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S20. LOCAL PRIVATE LINE SERVICE AND CHANNELS

S20.1 LOCAL PRIVATE LINE SERVICE

S20.1.1 General

a. Scope of Service

- (1) Local private lines connect two or more points within the same exchange service area for communication, but are not connected to general telephone facilities for either exchange or toll service. All channels for local private line telephone service shall be provided by the Company. In addition to the parameters set forth in Section 1, the term "same exchange service area" may also be interpreted as the area served by central offices in the same rate center (designated by the same V&H coordinates).

- (2) Both two-point and multi-point service ordinarily contemplate communication between two stations only at the same time.

In connection with multi-point service, arrangements may be made to permit communication between three or more stations at the same time. Special equipment and arrangements which may be required to furnish such service are furnished at rates and charges based upon estimated costs.

- (3) The minimum contract period for local private line telephone service is one month.

Schedule II local private line channels may be used to connect customer-provided terminal equipment or communications systems subject to the provisions of this tariff.